



**Taxpayer Assistance Center Improvements Project Committee
Taxpayer Advocacy Panel (TAP)
Meeting Minutes
Tuesday, March 28, 2023**

Designated Federal Officer

- Susan Jimerson TAP West Chief

Attendance

- | | | |
|---------------------|----------------|------------|
| • Daniel Leatham | Shrewsbury, MA | Vice Chair |
| • Cynthia Mills | Glenside, PA | Chair |
| • David Newingham | Henderson, NV | Member |
| • Joseph Parampathu | Irvine, CA | Member |
| • Charlie Simineo | Cheyenne, WY | Member |

Member Absent

- | | | |
|----------------------|-----------------|--------|
| • Denise Andrews | Katy, TX | Member |
| • Anthony Jackson Jr | New Orleans, LA | Member |
| • Danielle Roberts | Charlotte, NC | Member |
| • Mickaela Binsfeld | Saint Paul, MN | Member |
| • Conner McFarland | Augusta, ME | Member |

Visiting Member

- | | | |
|-----------------|-----------------|-----------|
| • Eugene Lillie | National Office | TAP Chair |
|-----------------|-----------------|-----------|

Staff

- | | |
|----------------------|------------------------------|
| • Frank Bustos | Acting TAP Director |
| • Matthew O’Sullivan | TAP Program Analyst |
| • Conchata Holloway | TAP Program Analyst |
| • Hannah Jair | TAP Program Analyst |
| • Rosalind Matherne | TAP Program Analyst |
| • Annie Gold | TAP Administrative Assistant |

Members of the Public

None

Quorum

Quorum was not met.

Welcome and DFO Report

Susan Jimerson opened the meeting and welcomed everyone to the call. She provided an overview of the Agenda was provided along with a few procedural guidance. She shared a few of the Staff’s duties.

National Office

Frank Bustos welcomed everyone to the meeting. He shared information about himself: coming from the Low-Income Taxpayers Clinic side of the Service, he is now the Acting TAP Director. He has experience in Case Advocacy. He is looking forward to seeing work from TAC.

Members were encouraged to think out of the box for ideas on how to help Taxpayers who come to the TAC for assistance.

Staff Introductions

Staff members introduced themselves and welcomed TAP members to the committee. Each member introduced themselves and provided information on their background.

Meeting Procedures

Matthew O'Sullivan shared the following meeting procedures and encouraged members to:

- Follow the FACA guidelines
- Value all ideas and opinions
- Listen and respect each other's time
- Share but do not dominate conversations
- Meeting will start on time and end on time
- Participation is required by all
- Attack the problem not people
- Communicate with each other
- Methods of communications when using Email; always send a copy to TaxpayerAdvocacypanel@irs.gov
- Add comment in the Subject Line (2023: TAC: Subject)
- It is ok to reach out by telephone prior to meetings which are generally done online. The Analysts are available to help facilitate actions and communications
- Use proper telephone etiquette (call five minutes before the start of meetings)
- Do not get discouraged, always participate
- Always important to identify yourself before speaking, this helps everyone to know who is speaking and to assist with note taking
- Mute your phones when you are not speaking
- Members were asked not to engage in sidebar conversations during the meetings



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- Email etiquette; do not reply to all when sending a message or response unless it is necessary, consider others times and feelings, finally respect each other
- Meeting Agendas will be provided by the Analyst prior to all meeting start times.
- Copies of the Agendas will be provided to the Chair and Vice Chair. They will be approved by the Designated Federal Official (DFO)
- Pre-read documents will be sent to members ahead of time. Read and review documents prior to meetings, research referrals to be prepared once in meetings
- All documents will be posted on www.TAPSpace.org
- Members should read over the documents prior to the meetings, research referrals and review the minutes to be prepared for discussions
- Quorum is required in order to move forward in meetings and is usually established at fifty percent plus one
- Participation in the meetings is vital to the success of TAP
- Virtual meetings and most of the work performed by the committees will be conducted on MS-TEAMS
- Information is posted on www.Improveirs.org a public facing on what TAP does and is working on. The internal facing is www.TAPSpace.org where archives, committee minutes, documents, newsletter articles, profiles and changes. Members were encouraged to update their profiles as changes occur. The www.IRS.gov website has a lot of information available to perform research, find forms, IRS news articles, items of interest. It is a way to get general questions answered
- Meetings are posted on the Federal Register provides information for the committee meeting with the name and telephone number to reach the Analyst if the public should have questions about attending any of the meetings

Do You want to be a Chair

Jimerson added members will decide on the person to represent the TAC as their Chair and Vice Chair. Commitment is one of the responsibilities looked for in being a Chair or Vice Chair. O'Sullivan will be sharing more on the responsibilities. Member were encouraged to consider being the Chair or Vice Chair.

O'Sullivan shared some responsibilities for being an effective Chair and Vice Chair:

- Effective Chairs and Vice Chairs are vital to the mission



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- Provide strong leadership to help create the necessary engagement and energy for TAP can produce quality ideas and recommendations to IRS
- Training sessions will be provided to the Chair and Vice Chair with additional information found in the TAP Member Handbook
- The Chair position is elected by the committee leadership
- Give balance to balance to members and the voting begins
- Project committee Chair duties: run the meetings, go through the agendas and do what needs to be done, represent TAC during the Joint Committee meetings of TAP Chairs and Project committees Vice Chairs.
- Project Vice Chair duties: fill in for the committee Chair in their absence, are members of the Outreach Committee which is ran by the TAP Vice Chair
- Subcommittee meetings Leads are responsible for running the subcommittee meetings and reporting out to the subcommittee meeting results to the full TAP committee
- The committee Chair makes additional time commitments for the Chair duties, have strong communication and organizational skills, keep members engaged, ensure all committee members understand the TAP mission and objectives, make sure all activities are planned to achieve the mission. The Chair needs basis understanding of the Federal Advisory Commission (FACA) requirements. The Analyst will assist with this. The Chair will communicate effectively with all committee members and make sure they receive consistent information. They are the spokesperson for the Joint Committee. The point of contact for committee members. They communication with the Chair of the entire TAP. Prepare emails and correspondence to the committee members. They communicate directly with the Analysts. Ensure members are engaged. They listen to members, attend meetings, will not show favoritism and be available. Recognize members' efforts.
- Vice Chair responsibilities: is the point of contact for Outreach, keep track of members activities, encourage members to be engaged, go to the database and make sure members are conducting activities and updating their Activity Report. This helps to confirm the number of hours done by each member. They will receive an award at the end of the year depending on the number of hours to receive a gold, silver, or bronze award. The Vice Chair will assist the Chair and assume responsibilities in the Chair's absence as needed, provide Outreach training, participate in

their meetings. The Vice Chair may be asked to assist with getting the Newsletter article out.

Election of TAC Chair

Nominations and votes were submitted:

Congratulations to Cynthia Mills selected as TAC Chair for TAP year 2023.
Congratulations to Daniel Leatham elected as TAC Vice Chair for TAP year 2023. Confirmation will be held during next month's meeting.

Minutes Approval

November 2022 minutes were reviewed and will be approved at next month's full committee meeting

Meeting dates and times

- TAC Full Committee will meet each month on the second Tuesday beginning at 2:00 PM, EST
- Subcommittee 1 will meet each month on the first Tuesday beginning at 12:00 PM, EST
Members: Charles Simineo, Cynthia Mills,
- Subcommittee 2 will meet each month on the first Tuesday beginning at 2:00 PM, EST
Members: Daniel Leatham, Joseph Parampathu, David Newingham

The Chair and Vice Chair will be invited to both subcommittee meetings. Members who are absent today will be assigned to a subcommittee.

Outreach

Leatham will be over the Outreach committee. Parampathu and Newingham will work with Outreach.

Screening Committee

The Screening committee looking at all incoming issues, determine if the issues belongs with TAP, deciding if the issues are appropriate and should be looked at in TAC or another committee. Parampathu and Cynthia volunteered to work this committee.

Quality Review

The Quality Review (QR) reviews referrals for spelling, punctuations, grammar before sending to the Joint Committee. Parampathu and Leatham volunteer to be on the QR team.

Internal Communications Committee (ICC)

Jimerson shared information about the ICC. The ICC is responsible for internal and external communications for the TAP and the public. They work on the monthly newsletter. The newsletters contain reports from each of the projects committees, the National Chair and National Vice Chair provides articles for the newsletter. This is an important piece informing that informs TAP members of what is going on in the project committees. ICC works on the redesign of the www.ImproveIRS.org website. They worked on the cover for the Annual Report and design. They are responsible for the administration of Facebook presence. One of things ICC will be working on updating TAP SpeakUp Brochures. O'Sullivan and Hannah Jair will work with ICC. Newingham volunteered to work on ICC.

IRS Updates

TAC has not received any updates from the Issues worked on last year.

****Meeting extended fifteen minutes for completion****

VITA pre-reads have been sent out to members.

Project proposals – Taxpayer Communications Record

- Issue - #66143 will remain with Subcommittee 1
- Issue - #66142 will be worked by Subcommittee 2

Action Items

O'Sullivan stated he will complete the following action items:

- Send invites out to members on the recurring meetings: TAC Full Committee will meet every second Tuesday beginning at 2:00 PM, EST
Subcommittee 1 will meet on the first Tuesday at 12:00 PM, EST
Subcommittee 2 will meet on the first Tuesday at 2:00 PM, EST
- Prepare Agendas for the Full Committee
- Draft the minute for review at next Full Committee meeting
- Update the Screening Report and share with Full Committee
- Remind members to submit questions

Closing

Jimerson officially closed the meeting at 4:12 PM, EST.

**Next Meeting: Tuesday, April 11, 2022
2:00 PM EDT, 1:00 PM CDT, 12:00 PM MDT, 1:00 PM PDT**

These minutes have been approved and certified by the committee chairperson.